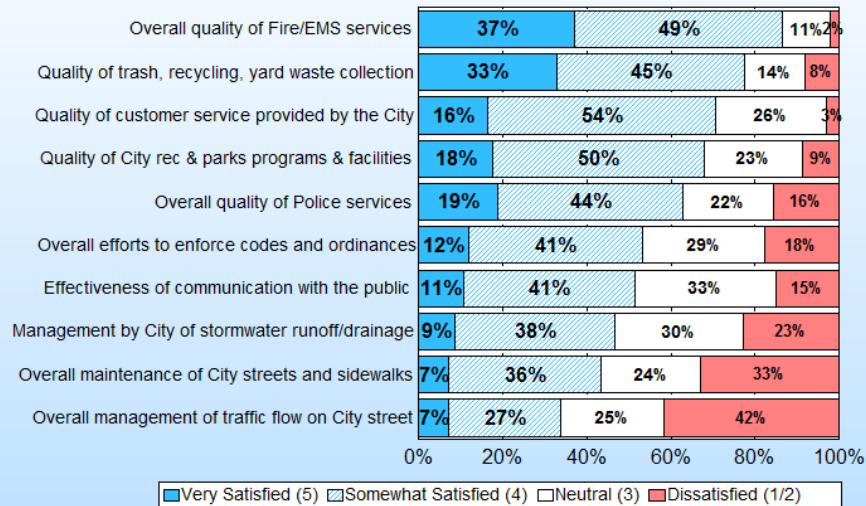# Section 2
Charts and Graphics

Q1. Overall Satisfaction With City Services by Major Category
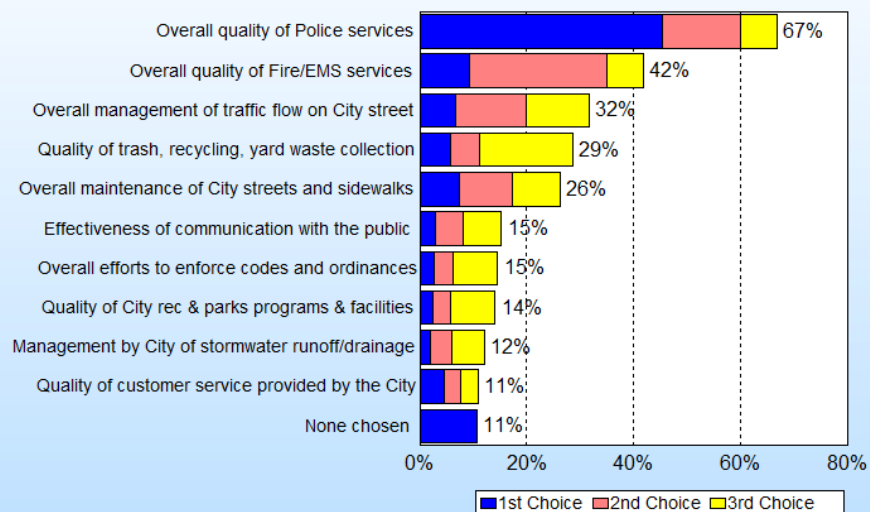
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

Category	Very Satisfied (5)	Somewhat Satisfied (4)	Neutral (3)	Dissatisfied (1/2)
Overall quality of Fire/EMS services	37%	49%	11%	2%
Quality of trash, recycling, yard waste collection	33%	45%	14%	8%
Quality of customer service provided by the City	16%	54%	26%	3%
Quality of City rec & parks programs & facilities	18%	50%	23%	9%
Overall quality of Police services	19%	44%	22%	16%
Overall efforts to enforce codes and ordinances	12%	41%	29%	18%
Effectiveness of communication with the public	11%	41%	33%	15%
Management by City of stormwater runoff/drainage	9%	38%	30%	23%
Overall maintenance of City streets and sidewalks	7%	36%	24%	33%
Overall management of traffic flow on City street	7%	27%	25%	42%

Legend: ■ Very Satisfied (5) ▨ Somewhat Satisfied (4) □ Neutral (3) ▨ Dissatisfied (1/2)

Source: ETC Institute (City of Greenville - February 2014)

Q2. City Services That Are Most Important for the City to Provide

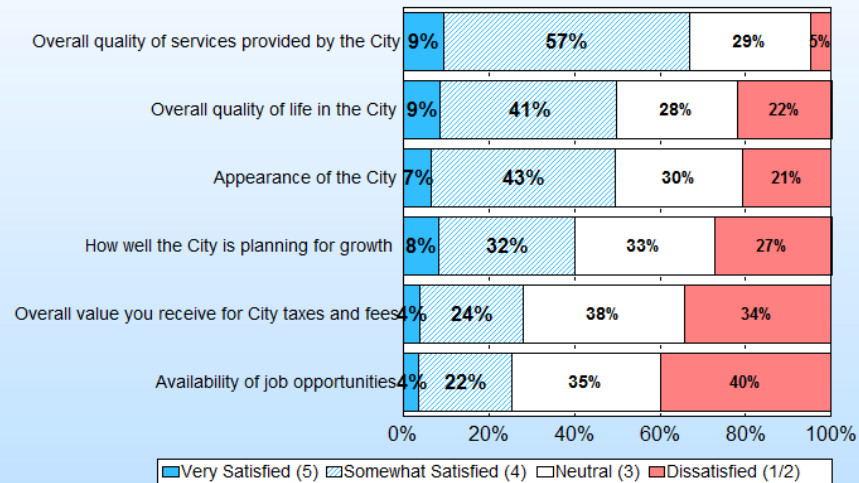by percentage of respondents who selected the item as one of their top three choices

Service	Total
Overall quality of Police services	67%
Overall quality of Fire/EMS services	42%
Overall management of traffic flow on City street	32%
Quality of trash, recycling, yard waste collection	29%
Overall maintenance of City streets and sidewalks	26%
Effectiveness of communication with the public	15%
Overall efforts to enforce codes and ordinances	15%
Quality of City rec & parks programs & facilities	14%
Management by City of stormwater runoff/drainage	12%
Quality of customer service provided by the City	11%
None chosen	11%

Legend: ■ 1st Choice ■ 2nd Choice ■ 3rd Choice

Source: ETC Institute (City of Greenville - February 2014)

Q3. Satisfaction with Various Items That May Influence
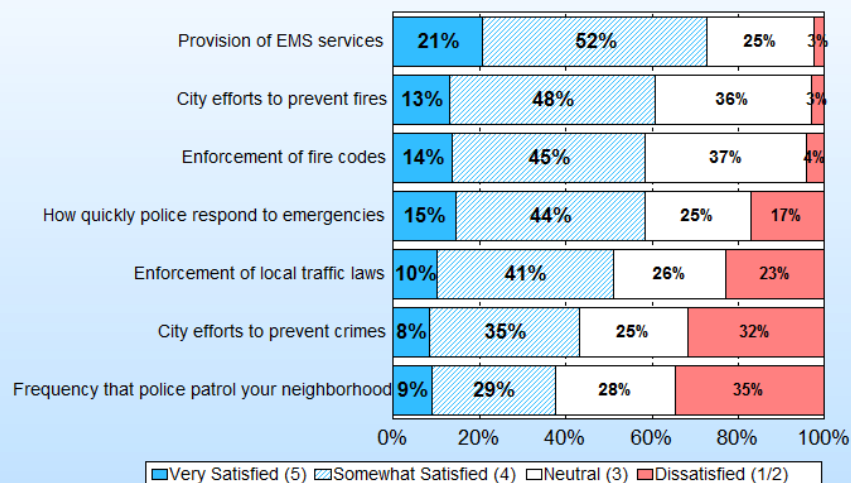Respondents' Perception of the City of Greenville

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

	Very Satisfied (5)	Somewhat Satisfied (4)	Neutral (3)	Dissatisfied (1/2)
Overall quality of services provided by the City	9%	57%	29%	5%
Overall quality of life in the City	9%	41%	28%	22%
Appearance of the City	7%	43%	30%	21%
How well the City is planning for growth	8%	32%	33%	27%
Overall value you receive for City taxes and fees	4%	24%	38%	34%
Availability of job opportunities	4%	22%	35%	40%

Source: ETC Institute (City of Greenville - February 2014)

Q4. Satisfaction with Various Aspects of
Public Safety

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

	Very Satisfied (5)	Somewhat Satisfied (4)	Neutral (3)	Dissatisfied (1/2)
Provision of EMS services	21%	52%	25%	3%
City efforts to prevent fires	13%	48%	36%	3%
Enforcement of fire codes	14%	45%	37%	4%
How quickly police respond to emergencies	15%	44%	25%	17%
Enforcement of local traffic laws	10%	41%	26%	23%
City efforts to prevent crimes	8%	35%	25%	32%
Frequency that police patrol your neighborhood	9%	29%	28%	35%

Source: ETC Institute (City of Greenville - February 2014)

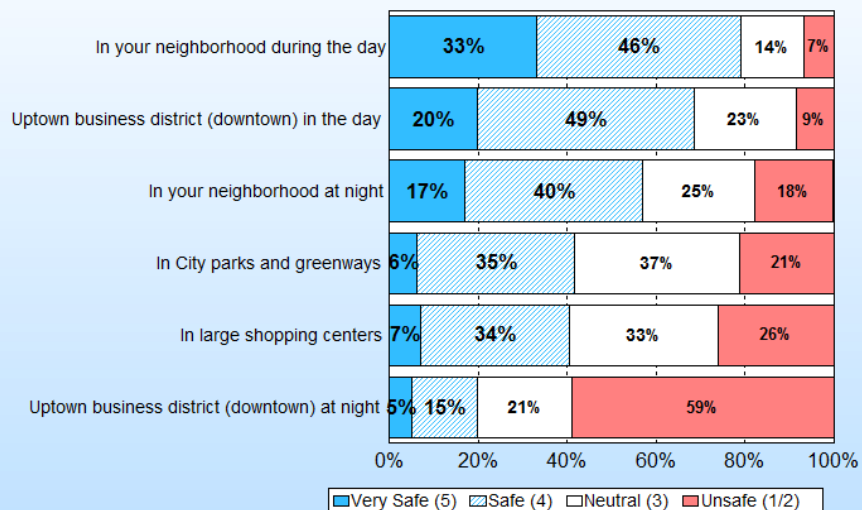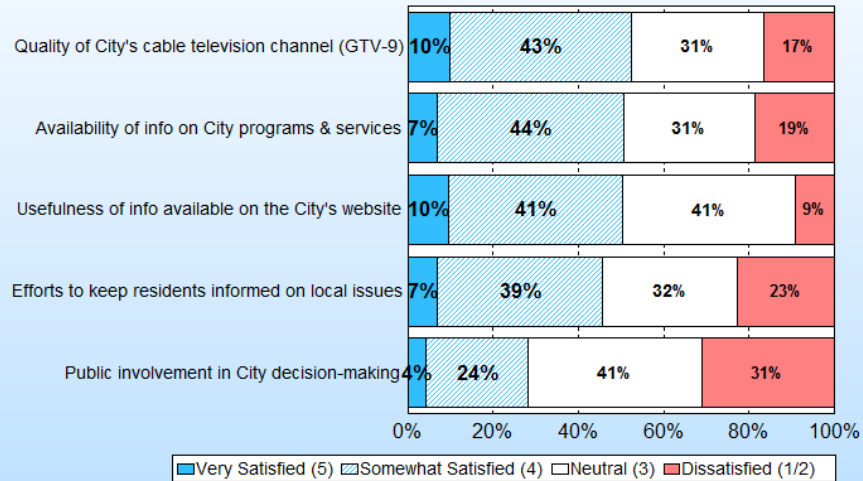## Q5. Aspects of Public Safety That Are Most Important for the City to Provide

by percentage of respondents who selected the item as one of their top two choices

City efforts to prevent crimes	67%
How quickly police respond to emergencies	49%
Frequency that police patrol your neighborhood	26%
Provision of EMS services	18%
Enforcement of local traffic laws	12%
City efforts to prevent fires	4%
Enforcement of fire codes	1%
None chosen	11%

0%   20%   40%   60%   80%

■ 1st Choice □ 2nd Choice
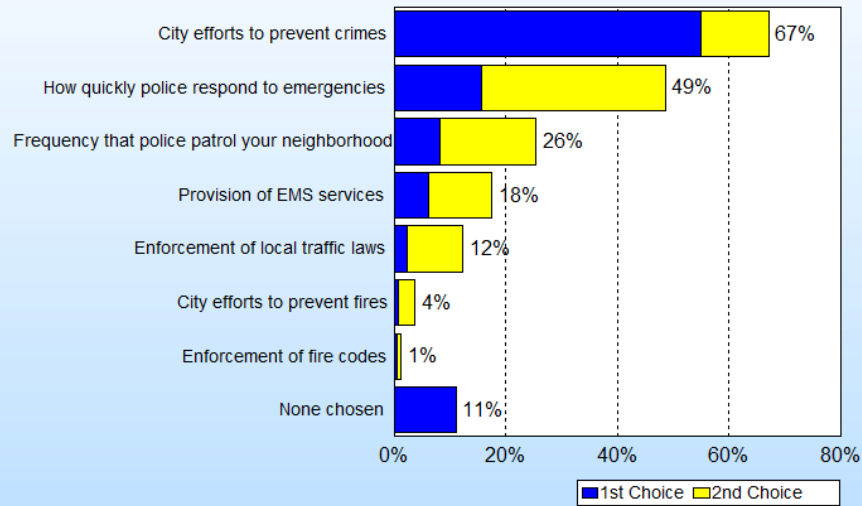
Source: ETC Institute (City of Greenville - February 2014)

Q6. Level of Safety in Various Situations

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

	Very Safe (5)	Safe (4)	Neutral (3)	Unsafe (1/2)
In your neighborhood during the day	33%	46%	14%	7%
Uptown business district (downtown) in the day	20%	49%	23%	9%
In your neighborhood at night	17%	40%	25%	18%
In City parks and greenways	6%	35%	37%	21%
In large shopping centers	7%	34%	33%	26%
Uptown business district (downtown) at night	5%	15%	21%	59%

0%   20%   40%   60%   80%   100%

□ Very Safe (5) ▨ Safe (4) □ Neutral (3) ■ Unsafe (1/2)

Source: ETC Institute (City of Greenville - February 2014)

Q7. Satisfaction with Various Aspects of Recreation and Parks
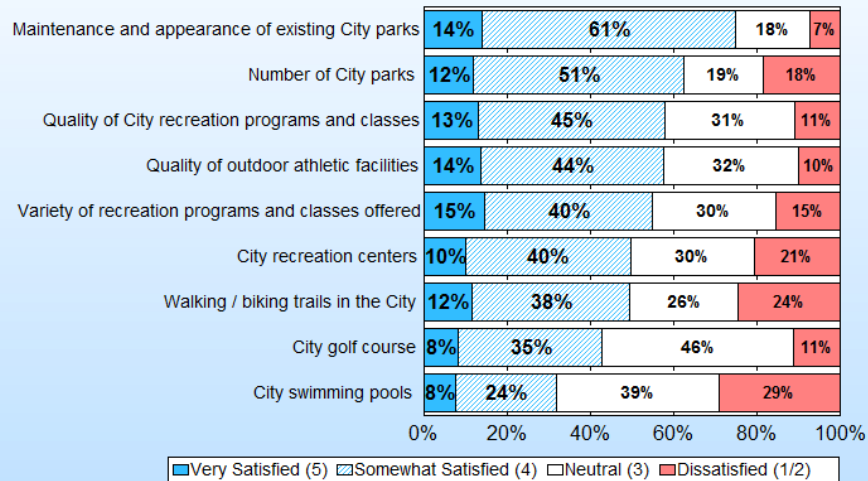
Q8. Aspects of Recreation and Parks That Are Most Important for the City to Provide
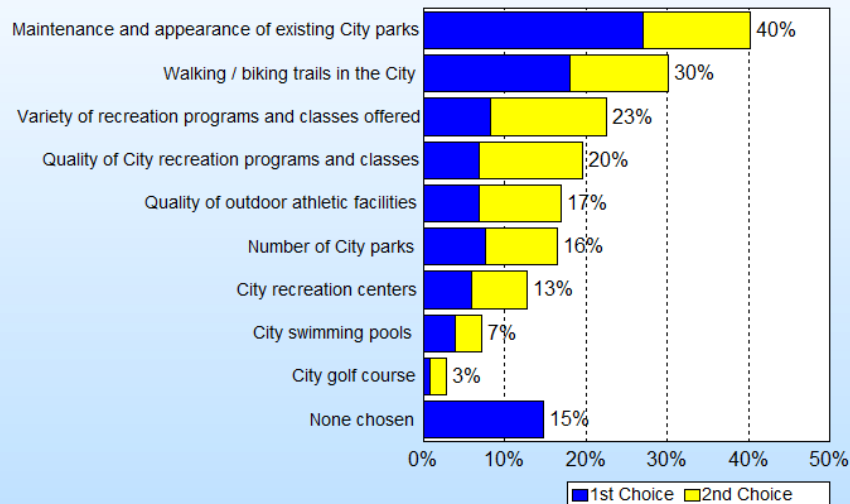
Q9. Satisfaction with Various Aspects of
City Communication

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

	Very Satisfied (5)	Somewhat Satisfied (4)	Neutral (3)	Dissatisfied (1/2)
Quality of City's cable television channel (GTV-9)	10%	43%	31%	17%
Availability of info on City programs & services	7%	44%	31%	19%
Usefulness of info available on the City's website	10%	41%	41%	9%
Efforts to keep residents informed on local issues	7%	39%	32%	23%
Public involvement in City decision-making	4%	24%	41%	31%

Source: ETC Institute (City of Greenville - February 2014)

Q10. Ways Residents Currently Get Information
About the City of Greenville

by percentage of respondents (multiple choices could be made)

Local television news	81%
Local newspapers	69%
City cable channel (GTV-9)	40%
Local radio	37%
City website	28%
Social networking sites (Facebook, Twitter)	17%
Calling the City	15%
City e-newsletter	6%
Other	6%
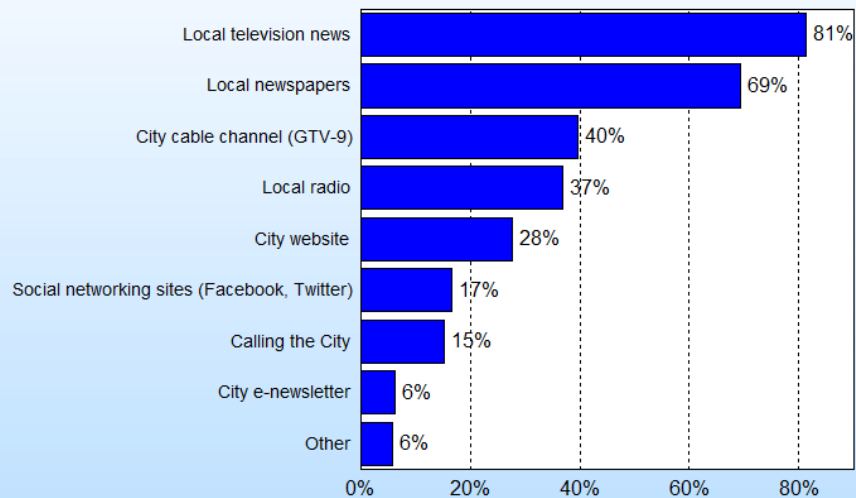
Source: ETC Institute (City of Greenville - February 2014)

Q11. Ways Residents Prefer to Get Information About the City of Greenville

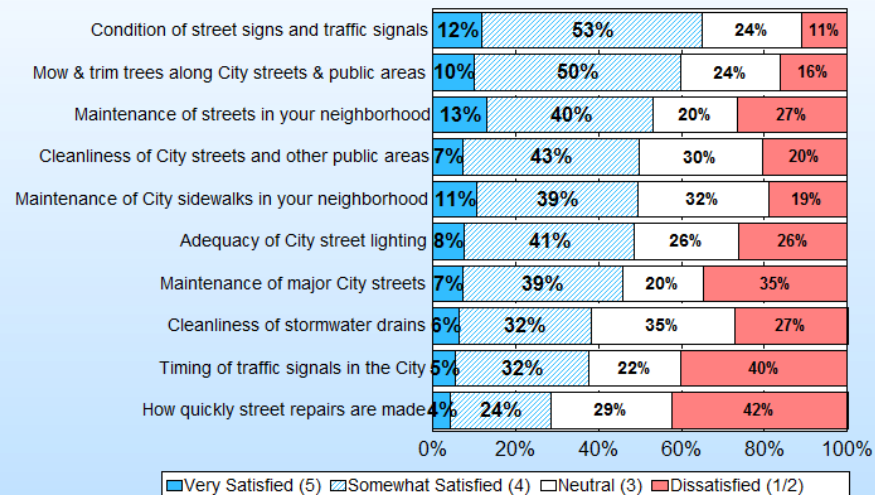by percentage of respondents (multiple choices could be made)

Category	Percentage
Local television news	65%
Local newspapers	57%
City cable channel (GTV-9)	32%
Local radio	32%
City e-newsletter	32%
City website	31%
Social networking sites (Facebook, Twitter)	18%
Calling the City	10%
Other	3%
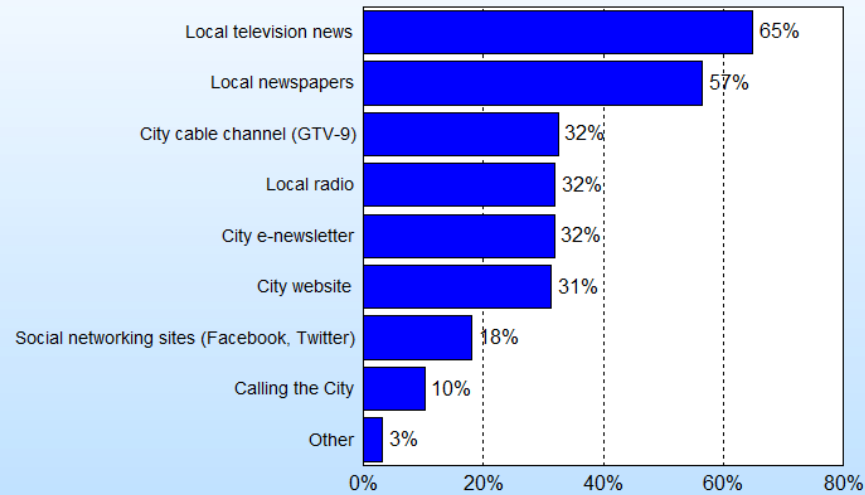
Source: ETC Institute (City of Greenville - February 2014)
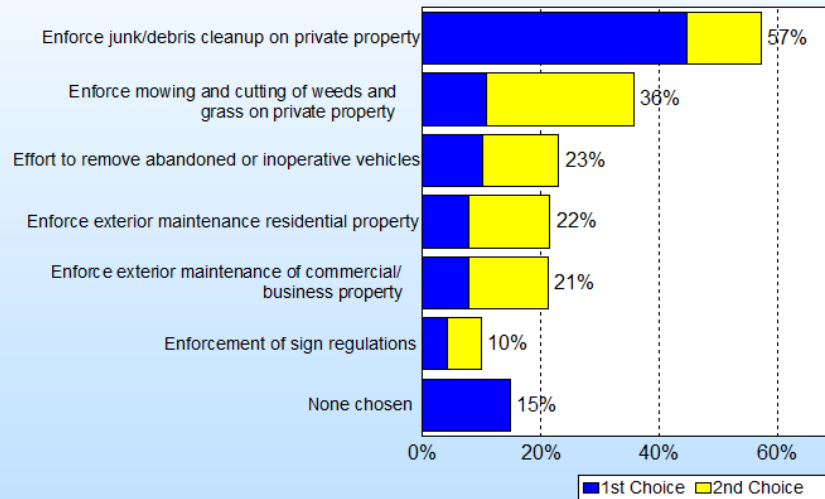
Q12. Satisfaction with Various Aspects of City Maintenance

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

Aspect	Very Satisfied (5)	Somewhat Satisfied (4)	Neutral (3)	Dissatisfied (1/2)
Condition of street signs and traffic signals	12%	53%	24%	11%
Mow & trim trees along City streets & public areas	10%	50%	24%	16%
Maintenance of streets in your neighborhood	13%	40%	20%	27%
Cleanliness of City streets and other public areas	7%	43%	30%	20%
Maintenance of City sidewalks in your neighborhood	11%	39%	32%	19%
Adequacy of City street lighting	8%	41%	26%	26%
Maintenance of major City streets	7%	39%	20%	35%
Cleanliness of stormwater drains	6%	32%	35%	27%
Timing of traffic signals in the City	5%	32%	22%	40%
How quickly street repairs are made	4%	24%	29%	42%

Source: ETC Institute (City of Greenville - February 2014)

Q13. Aspects of <u>City Maintenance</u> That Are Most Important for the City to Provide

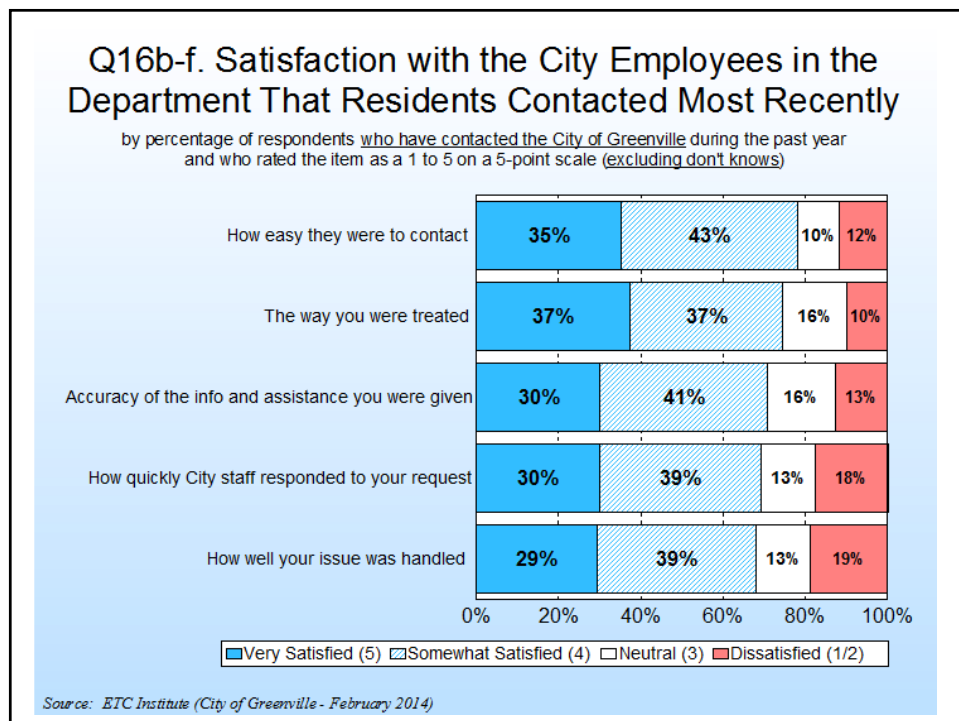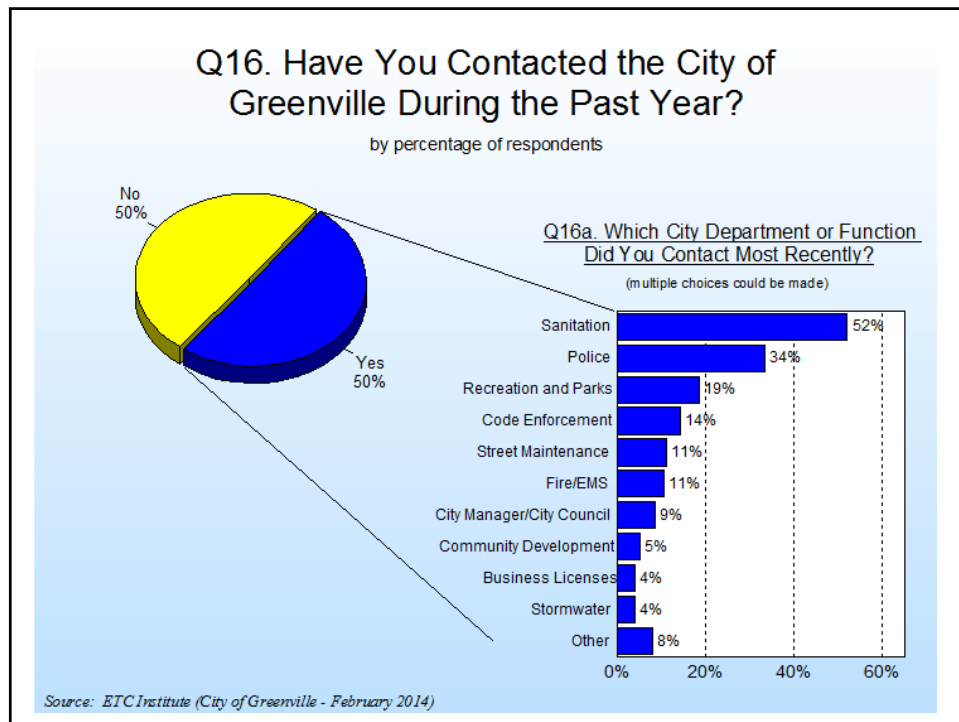by percentage of respondents who selected the item as one of their top two choices

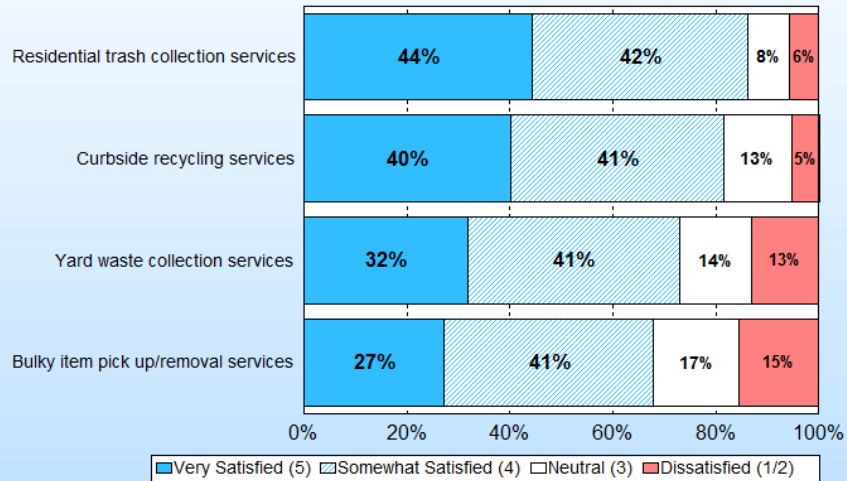|	
Maintenance of major City streets	48%
Timing of traffic signals in the City	26%
How quickly street repairs are made	23%
Adequacy of City street lighting	19%
Cleanliness of City streets and other public areas	15%
Maintenance of streets in your neighborhood	15%
Cleanliness of stormwater drains	9%
Condition of street signs and traffic signals	6%
Mowing and tree trimming along City streets & othe	5%
Maintenance of City sidewalks in your neighborhood	4%
None chosen	14%

■ 1st Choice □ 2nd Choice

Source: ETC Institute (City of Greenville - February 2014)

Q14. Satisfaction with Various Aspects of <u>City Code Enforcement</u>

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (<u>excluding don't knows</u>)

	Very Satisfied (5)	Somewhat Satisfied (4)	Neutral (3)	Dissatisfied (1/2)
Effort to remove abandoned or inoperative vehicles	10%	36%	37%	18%
Enforcement of sign regulations	8%	38%	42%	13%
Enforce mowing and cutting of weeds and grass on private property	8%	37%	32%	23%
Enforce junk/debris cleanup on private property	8%	36%	30%	26%
Enforce exterior maintenance of commercial/ business property	7%	34%	41%	18%
Enforce exterior maintenance residential property	7%	33%	38%	22%

■ Very Satisfied (5) ▨ Somewhat Satisfied (4) □ Neutral (3) ■ Dissatisfied (1/2)

Source: ETC Institute (City of Greenville - February 2014)

Q15. Aspects of <u>Code Enforcement</u> That Are Most Important for the City to Provide

by percentage of respondents who selected the item as one of their top two choices

Aspect	Percentage
Enforce junk/debris cleanup on private property	57%
Enforce mowing and cutting of weeds and grass on private property	36%
Effort to remove abandoned or inoperative vehicles	23%
Enforce exterior maintenance residential property	22%
Enforce exterior maintenance of commercial/ business property	21%
Enforcement of sign regulations	10%
None chosen	15%

■ 1st Choice □ 2nd Choice

Source: ETC Institute (City of Greenville - February 2014)

Q16. Have You Contacted the City of Greenville During the Past Year?

by percentage of respondents

Yes
50%

No
50%
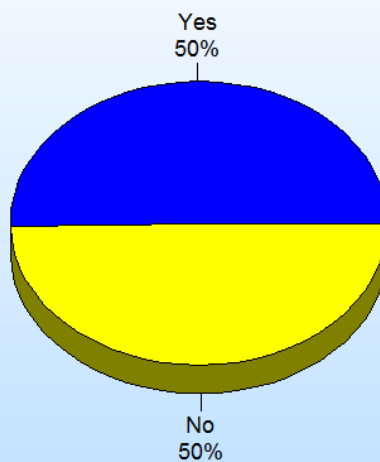
Source: ETC Institute (City of Greenville - February 2014)

Q17. Satisfaction with Various Aspects of City Public Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

Service	Very Satisfied (5)	Somewhat Satisfied (4)	Neutral (3)	Dissatisfied (1/2)
Residential trash collection services	44%	42%	8%	6%
Curbside recycling services	40%	41%	13%	5%
Yard waste collection services	32%	41%	14%	13%
Bulky item pick up/removal services	27%	41%	17%	15%

Source: ETC Institute (City of Greenville - February 2014)

Q18. City Services That Residents Have Used During the Past 12 Months

by percentage of respondents (multiple choices could be made)

Service	Percentage
Visited a neighborhood or City park	75%
Watched City's cable television channel (GTV-9)	66%
Visited City recreation centers	54%
Visited the City's website	49%
Called or visited the Police Department	34%
Participated in City recreation programs	33%
Read the City's e-newsletter	22%
Used Fire/EMS services	19%
Watched a video on the City website	19%
Called Code Enforcement	17%
City public transportation services	11%
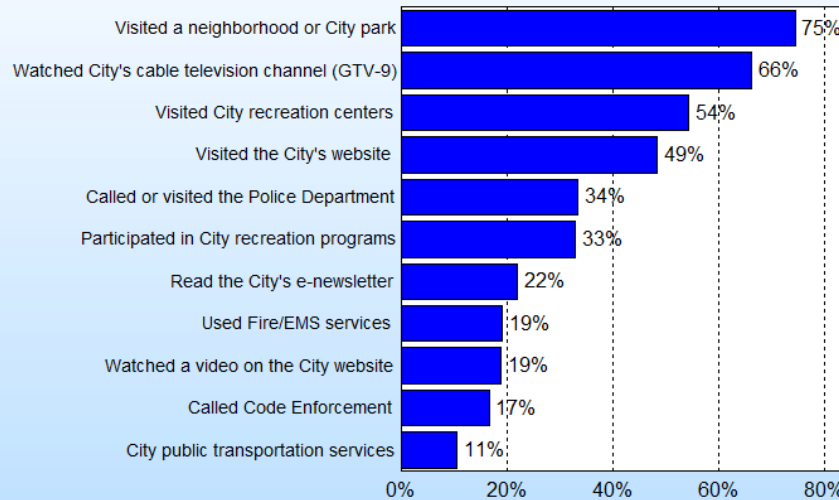
Source: ETC Institute (City of Greenville - February 2014)

Q19. Satisfaction with Various Aspects of _Transportation and Other Issues_

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

	Very Satisfied (5)	Somewhat Satisfied (4)	Neutral (3)	Dissatisfied (1/2)
Ease of travel by car in the City	9%	41%	26%	24%
Opportunities to attend cultural activities	9%	36%	35%	21%
Ease of walking in the City	7%	38%	29%	27%
Availability of public transportation services	7%	36%	40%	17%
Availability of affordable housing in Greenville	6%	35%	39%	20%
Adequacy of public parking in Uptown Greenville	7%	30%	26%	38%
Ease of biking in the City	5%	28%	33%	35%
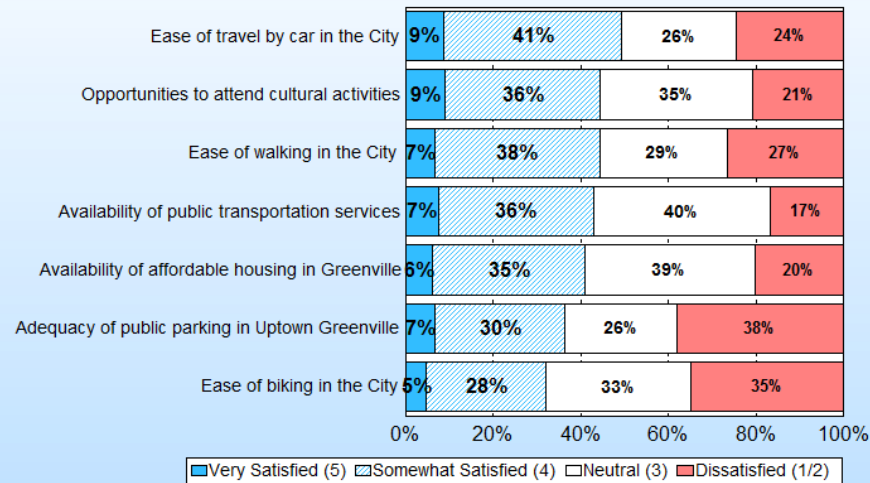
Source: ETC Institute (City of Greenville - February 2014)

Q20. Importance of the City Continuing to Invest in Various Projects

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

	Extremely Important (5)	Very Important (4)	Important (3)	Not Important (1/2)
Improvements to the city's streets and sidewalks	35%	35%	26%	4%
Improvements to Police and Fire/EMS facilities	37%	33%	25%	5%
Upgrades to public facilities	29%	34%	30%	8%
Improvements to parks & open space	24%	35%	31%	10%
Availability of affordable housing	29%	28%	30%	13%
Uptown (downtown) improvements	26%	29%	30%	15%
Improvements to arts/cultural facilities	20%	30%	33%	18%
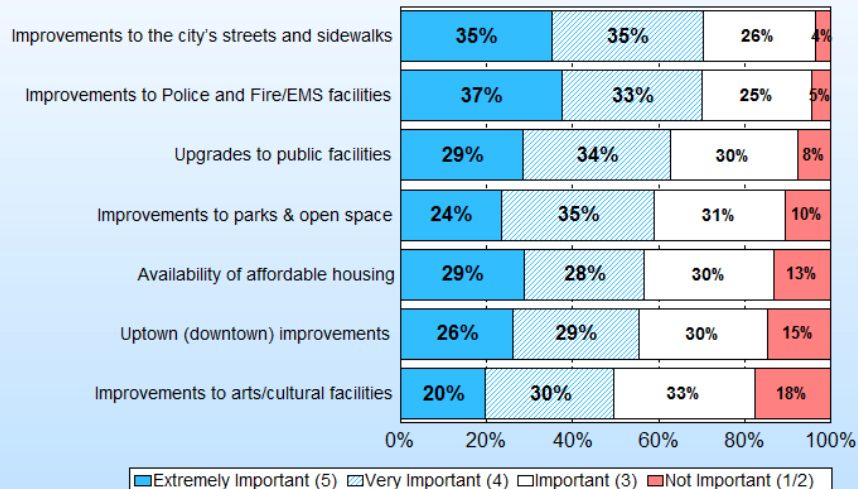
Source: ETC Institute (City of Greenville - February 2014)

Q21. City Improvement Projects That Respondents Are Most Willing to Pay an Increase in Taxes to Support
by percentage of respondents who selected the item as one of their top two choices
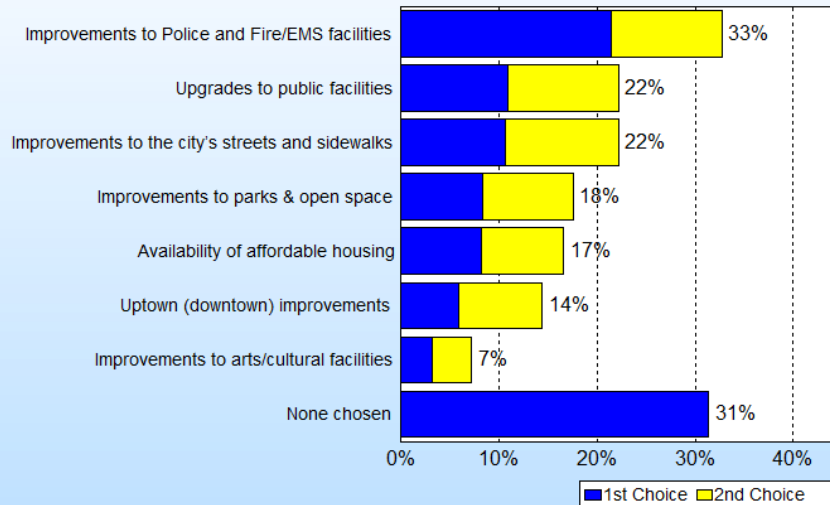
Q22. Willingness to Support a Bond Referendum or Additional Funding for Various Reasons
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)
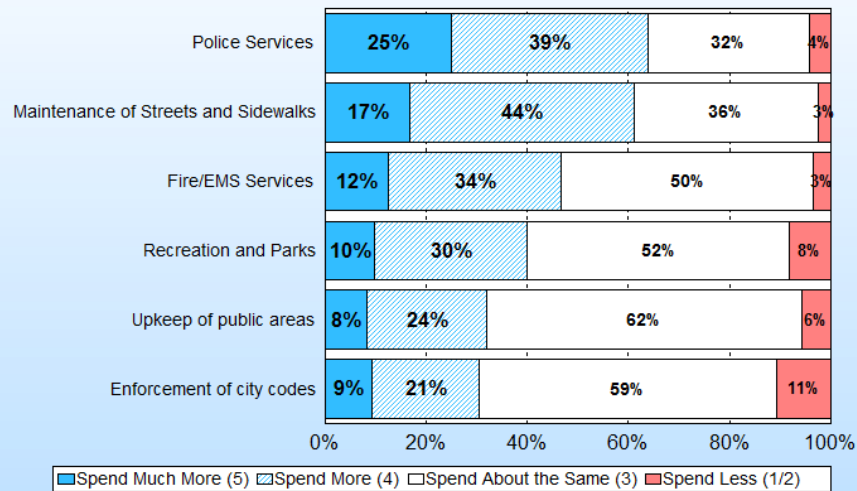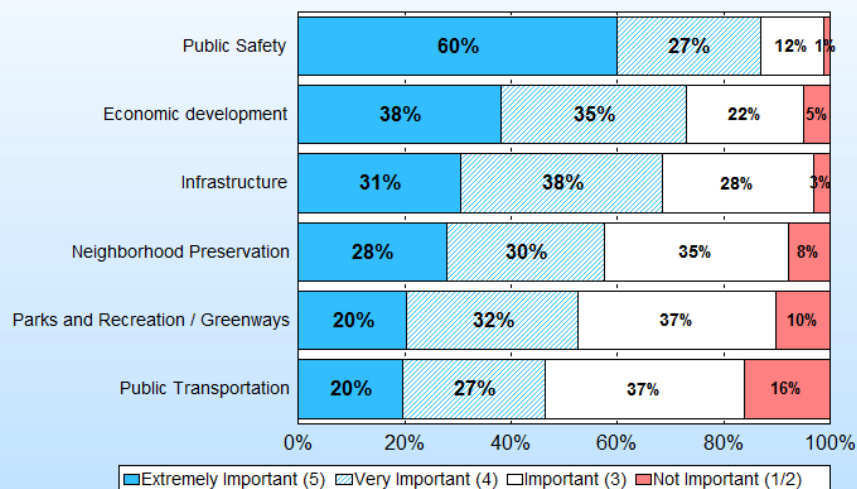
Q25. How Respondents Rate the City of Greenville as a Place to Live, Work and Raise Children

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

	Excellent (5)	Good (4)	Neutral (3)	Below Average (2)	Poor (1)
As a place to live	19%	56%	15%	8%	3%
As a place to raise children	17%	47%	19%	11%	6%
As a place to work or build a business	14%	44%	27%	10%	6%
As a place to retire	17%	33%	22%	17%	10%
As a place to visit	14%	31%	25%	20%	10%
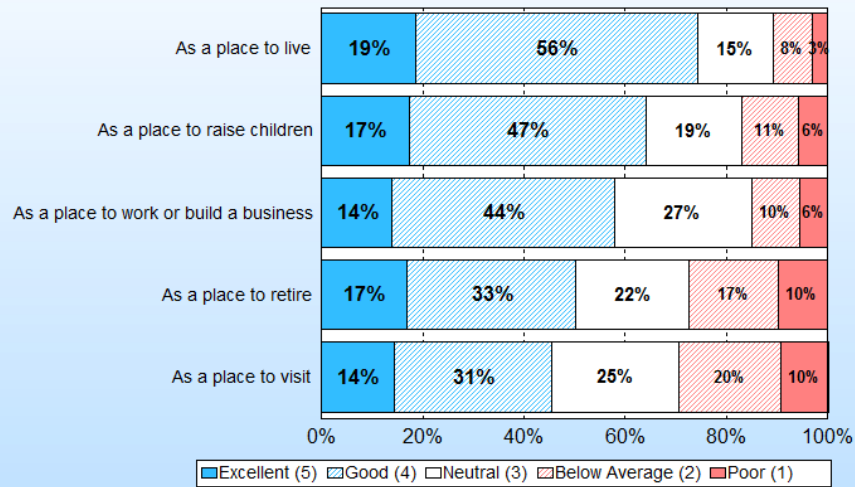
Source: ETC Institute (City of Greenville - February 2014)

Q26. Demographics: Number of Years Lived in the City of Greenville

by percentage of respondents

- 5-10 years 17%
- 11-20 years 19%
- Less than 5 years 13%
- More than 20 years 51%

Source: ETC Institute (City of Greenville - February 2014)

Q27. Demographics: Age of Respondent
by percentage of respondents

35-44 years
17%

Under 35 years
20%

45-54 years
19%

65+ years
19%

55-64 years
25%
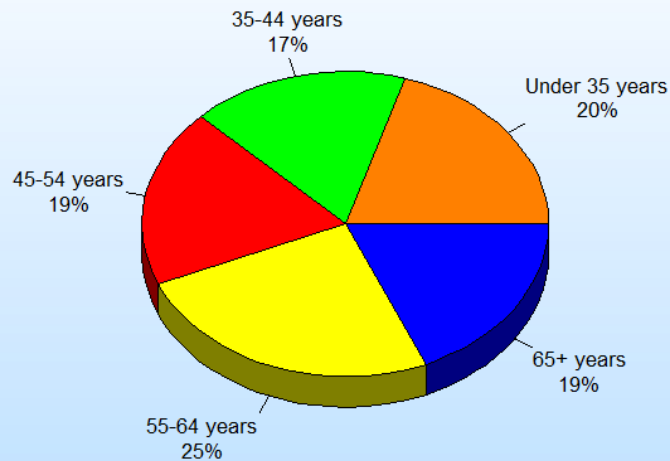
Source: ETC Institute (City of Greenville - February 2014)

Q28. Demographics: Have You Been a Victim of a
Crime in the City of Greenville During the Past Year?
by percentage of respondents

Yes
14%

No
86%

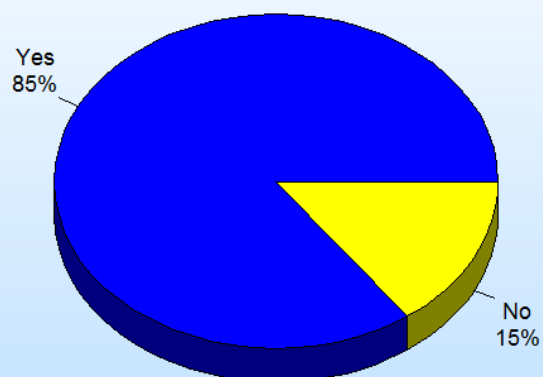Source: ETC Institute (City of Greenville - February 2014)
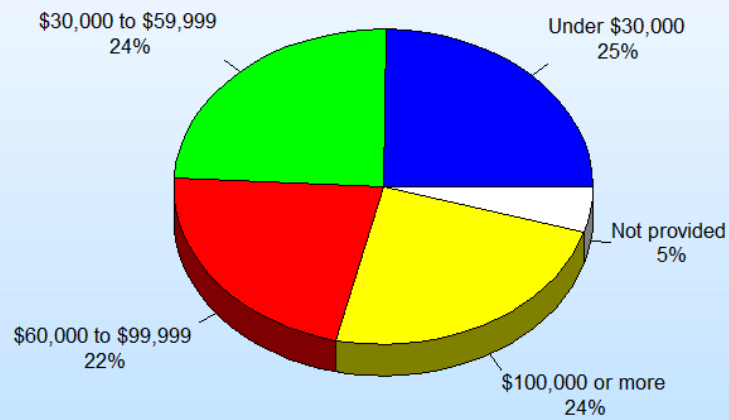
Q31. Demographics: Race/Ethnicity
by percentage of respondents (multiple choices could be made)
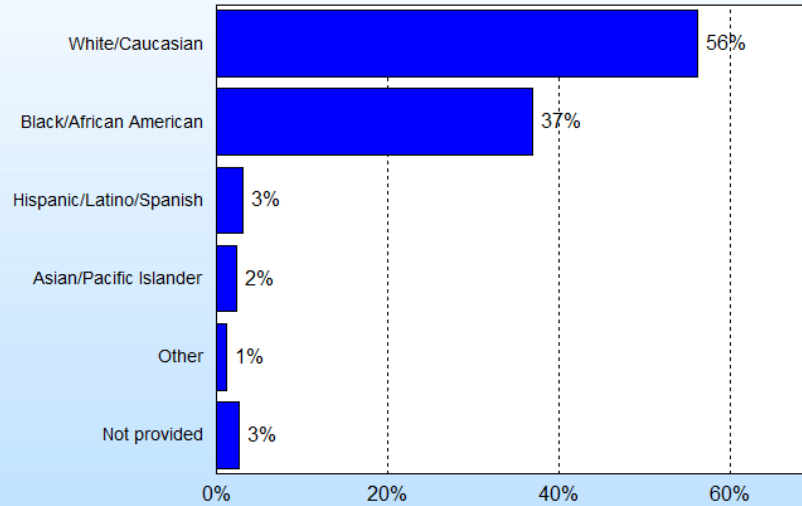
Q32. Demographics: Total Annual Household Income
by percentage of respondents